Enterprise Search
Product Description

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1. SUMMARY

Name	Enterprise Search
Supplier Code	SAS003
Supplier	System Associates
Service type	SaaS
Category	Search
Short Description	A fully-featured search engine that will index file systems, databases, web sites and enterprise applications with the appropriate interfaces (e.g. document management).

2. OVERVIEW: MAIN FEATURES

Crawling:
- Scheduled or ad hoc crawls
- Database, file system, web site or XML service indexing
- Support for a wide range of documents including PDF, Microsoft Office, HTML, any data schema
- Stemming and lemmatisation
- XHTML stripping to remove headers/footers menus and furniture
- Metadata extraction
- Raw document cache

Searching and results presentation:
- Faceting (parameterised) search results
- Dynamic highlighting
- Thumb nailing (display of thumbnail of the web page or document on mouse over)
- Image and media library modes
- Suggested searches (as dynamic drop-down from search box)
- Configurable boosting
- Document boosting against keywords
- Main links
- Credential controlled searching
- "Did you mean?"
- "More like this"
- Dynamic boost of frequently selected documents
- Advanced search options including raw query language
- CSS-driven styles
- Accessible output
- Recommended links

Configuration & reporting:
- Configurable noise words, stop words, aliases and other dictionaries
- Recommended link management

- Document boost management
- Reports
    - Top searches
    - Null searches
    - Top referrers
    - Successful searches

    - Clicked through searches
    - Top documents
    - Usage analysis
- Configuration of Google analytics or other third party logging solution

Relevancy support
- The support service includes specific support for relevancy issues
- Regular relevancy workshops, with subsequent relevancy tuning

2.1. Options

Options include:
- Secure feature with single sign-on connection to permit searches to cover secure areas
- Dedicated results server in Windows or Linux to allow customers to develop their own search interface in their chosen language
- Federated solution for document repositories over 1,000,000
- Live failover redundant system

3. TECHNICAL INFORMATION

3.1. Capacity

The service is offered as follows:

Service	Documents	Searches/hour
Basic	250,000	180
Medium	1,000,000	500
Large	5,000,000	500
Bespoke	Unlimited	1000+

3.2. Technical requirements

- Any metadata schema in process

• If the service is to operate on a sub-domain then a DNS alias is required •
If the user wishes to add live DR failover then a DNS alias is required

- Connection to an authentication system where appropriate

3.3. Open standards

In choosing standards we follow the Perens definition, which covers not only what an Open Standard is, but protects against certain well known areas of abuse of standards, where suppliers seek to take advantage of customers.

- **Availability:** Open Standards are available for all to read and implement.
- **Maximize End-User Choice:** Open Standards create a fair, competitive market for implementations of the standard. They do not lock the customer in to a particular vendor or group.
- **No Royalty:** Open Standards are free for all to implement, with no royalty or fee. Certification of compliance by the standards organisation may involve a fee.
- **No Discrimination:** Open Standards and the organisations that administer them, do not favour one implementer over another for any reason other than the technical standards compliance of a vendor's implementation.
  Certification organizations must provide a path for low and zero-cost implementations to be validated, but may also provide enhanced certification services.
- **Extension or Subset:** Implementations of Open Standards may be extended, or offered in subset form. However, certification organisations may decline to certify subset implementations, and may place requirements upon extensions (see Predatory Practices).
- **Predatory Practices:** Open Standards may employ license terms that protect against subversion of the standard by embrace-and-extend tactics. The licenses attached to the standard may require the publication of reference information for extensions, and a license for all others to create, distribute, and sell software that is compatible with the extensions. An Open Standard may not otherwise prohibit extensions.

Standards we implement include, but are not limited to:

- W3C (HTML, XML, CS, WAI etc.)
- Java as published by SUN
- .NET as published by Microsoft
- All popular file formats (ODT, XML, JPG etc.)
- Interface APIs where published
- Internet, HTTP and other protocols

3.4. Open Source

We create solutions using a wide range of Open Source modules. Our default practice is to seek an Open Source library or module component before turning to a commercial offering. The majority of software we have developed does not rely on commercial components and typically these will only be used when customers require interfaces to proprietary systems.

The list of Open Source components we have integrated is very long, below are a few examples
- Solr/Lucene - search)
- MySQL - SQL database
- MongoDB - non-sql database
- JQuery and JQuery - Mobile- Javascript library
- Axis – web services
- JBOSS - application framework
- Spring – Java MVC Framework
- Eclipse – flexible IDE

4. HOSTING AND SUPPORT

4.1. Service Management

ISO20001-compliant Support service, providing as standard:
- Named contact, level 2 support
- Service desk available, Mon-Fri 9am-5.30pm (excluding public holidays) with 24/7 option, via:
    - Direct support telephone line
    - Online
    - Email
- Online issue logging and tracking system
- Full monitoring and alert system

4.2. Service Levels

- Performance: see capacity
- Availability: 99.95%
- Support hours: 9am – 5.30pm excluding public holiday. An out of hours service is available
- Severity definitions:

Severity	Description	Response time
1	Service unavailable	15 minutes
2	Service significantly impaired	30 minutes

| 3 | Minor effect on service | 60 minutes |
| 4 | Minor issues, including cosmetics | 60 minutes |

4.3. Information Assurance & Security

This service is IL2+

Systems are protected by EAL4+ firewalls, IDS and IPS. Unified threat management package. Systems are hosted at secure data centres already in use for other Government systems.

4.4. Back-up, restore and Disaster Recovery

- All systems are backed up over the wire and an offsite secure tape service is utilised to store long term copies.
- A live failover DR option is available

4.5.   Management information & reporting

The Enterprise search includes a reporting package, detailing key search metrics.

In addition, usage statistics are provided through integration with third party reporting packages, e.g. Google analytics.

Other MI options are available on request, subject to quotation.

5. ONBOARDING

5.1. Demonstrations

Demonstrations are available to interested parties.

5.2. On-boarding / Off-boarding process

On boarding process includes
- Consultation
- Setup and stabilisation of crawl
- Setup of search results templates
- Relevancy tuning

A typical onboarding process takes 4-6 weeks

Off-boarding – 1 months' notice

Either party (Consumer or System Associates) shall provide three months written notice of any intention to terminate the service, subject to a minimum 12 month contract.

5.3. Training

Training is provided in the following manner:
- Onsite training
- User manual
- User wiki/forum (coming soon)

5.4. Ordering and invoicing process

Orders should be placed by emailing sales@systemassociates.co.uk or by calling 01628 876700 and asking for the Sales department.

Invoices are sent out by email or post, monthly in arrears.

6. PRICING

6.1. Service options

	Service	On-boarding
Basic *	£1500 PCM	10-15 days @ £650**
Large*	£2500 PCM	10-20 days @ £650**
Cluster *	£3000 PCM	20-30 days @ £650**
Bespoke	Call	Call

* For staging environment add £300 PCM

** These are estimates based on our experience of the time needed to create a comprehensive search solution with faceting. More complex applications may cost more to implement but will not normally impact monthly charges

6.2. Options:

Option	Cost
Live failover DR facility	£750 PCM
User dedicated search delivery virtual server - Linux	£350 PCM
User dedicated search delivery virtual server - Windows	£400 PCM

6.1. Support:

Package	Cost
Standard – Monday to Friday - 9-5.30	Included
24x7	£800 pcm

6.2. Implementation and bespoke development

Implementation, training and bespoke development are charged according to the SFIA rate table.

Fixed price quotes are provided for implementation, based on the stated requirements.

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Termination terms
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7   Government ICT Strategy and Greening

System Associates provides solutions and develops software to use open standards systems to be re-used in multiple applications in line with the Government ICT strategy and Information principles for the public sector. Our hosted systems are based on virtual server and cloud technologies that foster the efficient use of equipment. We use datacentres that use as high a percentage of renewables as possible and use offsetting to account for additional carbon use.